

Water and Sewer Service FAQ:

How do I sign up for water and sewer services? Contact Turner City Hall, 5255 Chicago Street SE, Turner, Oregon, 97392. Phone number: 503 743-2155 for further information regarding starting or discontinuing services.

When is a deposit fee due? All new customers must pay a \$120.00 refundable deposit, which is required before service can be started.

Commercial and Industrial Accounts: All new commercial and industrial customers are required to pay a \$120 deposit before services can begin.

When is my deposit refunded? Your deposit is refunded upon discontinuance of services. Your deposit is returned minus any outstanding debt after account has been closed. Please advise the City of Turner Utility Department when you are moving. Your account will remain open and billed until we receive a form to close your account. We will need your forwarding address information for any refunds and/or final bill.

When are the meters read? The meters are read about the 22nd of the month.

When is payment due? Bills are mailed the last working day of the month and due by the 15th of each month.

Is there a grace period? No, after the 15th there is a \$10.00 late fee.

When will my services be disconnected? Services will be disconnected seven days after past due notice have been sent. This usually takes place on or near the 22nd of each month.

Is there a Disconnection Fee? A service fee of \$10 will be charged if the Public Works Department is dispatched to turn off your water service; in addition, a \$10.00 fee will be charged to start water service once it has been disconnected due to non-payment. The account must be paid in full, including all fees, before service is restored. Payment to the account must be made between 9:00 a.m. and 4:00 pm, Monday through Thursday and before 12:30 on Friday (excluding Holidays) for water to be turned on that day.

How do I pay for my utility bill?

There are several ways to pay your utility bill. You can mail your payment along with your stub to PO Box 456, Turner, OR 97392, or you can use our secure drop box located in the door at City Hall, 5255 Chicago Street SE, Turner, OR 97392. There is also a drive by drop box in the parking lot behind City Hall, between Boise & Chicago Streets. If you just like to come by and say hi, we are open and accepting payments Monday - Thursday, 8:30 am - 5:00 pm and Fridays 8:30 am-12:30 pm. We also have auto pay available for your convenience. Just fill out the following [form](#), sign and drop or mail a voided check to Turner City Hall. Auto Payment will be deducted from your checking or savings account on the 10th of each month. You will still receive a monthly statement that states "do not pay." If for any reason you need to discontinue auto pay, just contact City Hall by the first of the month. Online credit card payments are also accepted. Go to the link on the left side of the home page of www.turneroregon.gov and it will take you to the payment screen. The first time you pay online, you will need to know your account number in order to set up a user name and password.
